

@TwitterBusiness

### What's included

### **Getting started**

- Plan ahead
- Find your voice on Twitter
- Month of Tweets

### **Monthly planning**

- Monthly objectives
- Monthly organic Tweets
- Monthly Promoted Ads
- Monthly reflection

### **Helpful resources**

- ProTips
- Creative best practices
- Tweet ideas
- Website Button ideas
- 24/7 hashtags
- Twitter Poll ideas
- Video thought starters
- Twitter Ads targeting
- Campaign optimisation
- Create your Twitter Ads





### Plan ahead

Think about the key moments, occasions, and events that your brand can connect with this year

#### Create your calendar of key events and occasions



For inspiration check out the 2022 marketing calendar at business.twitter.com

JAN	JUL
FEB	AUG
MAR	SEP
APR	OCT
MAY	NOV
JUN	DEC



### Find your voice on Twitter

### Establish guardrails Define the general guidelines for your Tweets. This will help create a safe space for your creativity

Сору	Media	Emojis	
Words, phrases, and topics to incorporate	Things to include in images or video	Emojis that are ok to use	
Vords, phrases, and topics NOT to incorporate Competitor names? Old company taglines)	Things NOT to include in images or video (Licenced material? Is the interior of the bar ok, but someone drinking too much?)	Emojis that are NOT ok to use (Weapons? Gender representation?)	

Click to download more worksheets



### Find your voice on Twitter

### Establish guardrails

Define the general guidelines for your Tweets. This will help create a safe space for your creativity

If your brand w	as a person		
Their favourite restaurant wo	uld be		
Their go-to outfit would be			
Their catchphrase would be _			
Their most-used emoji would	be		
Their coffee shop order would	l be		
The background image of the	r phone would be		
Their most called phone number	per is their		
Their pet would be a	named		
Their most-played album wou	ld be		
Narrowing in After people interact with our	brand they should feel		
Two words I think of when I th	ink of that feeling are	and	
A brand that makes me feel th	nat way is		
That brand's tone is		and	
Draw a portrait  If your brand was a person, what would it look like?			

Click to download more worksheets



### A month of Tweets

We've outlined some ideas to get you started - use the extra space to add your notes

Monday	Tuesday	Wednesday	Thursday	Friday
FAQ	Retweet	Pro-tip	Retweet with comment	Behind-the-scenes pic
# MotivationMonday	Key piece of content	Gif	Statistic	Meme
Twitter Poll	Ask a question	# WednesdayWisdom	Successful past Tweet	Shoutout
Positive brand news	UGC	Video	Go live!	One-liner

Click to download more worksheets





Monthly Goals

### **Key objectives**

### How to achieve them

#### **Twitter Metrics**

	Tweets	Impressions	Profile visits	Mentions	New followers	
	·					
Target						
Results						



## 20 JAN

### **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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# 29JAN

### Schedule your Promoted Ads around your upcoming campaigns

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What worked

What didn't work so well

Learnings and opportunities

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Monthly Goals

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### How to achieve them

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## 29 FEB

### **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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### **Schedule your Promoted Ads around your upcoming campaigns**

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Reflect



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Monthly Goals

# 29 MAR

### **Key objectives**

### How to achieve them

#### **Twitter Metrics**

	Tweets	Impressions	Profile visits	Mentions	New followers	
Target		'				
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## 22MAR

### **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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Reflect



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Monthly Goals

# 20 A P R

### **Key objectives**

### How to achieve them

#### **Twitter Metrics**

	Tweets	Impressions	Profile visits	Mentions	New followers	
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### 29APR

### **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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# 20 MAY

### **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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**Business** 

Monthly Goals 20JUN

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#### **Twitter Metrics**

	Tweets	Impressions	Profile visits	Mentions	New followers	
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Go to Twitter Analytics



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## **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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# 29AUG

### **Schedule your Promoted Ads around your upcoming campaigns**

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Reflect



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Monthly Goals 29SEP

### **Key objectives**

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#### **Twitter Metrics**

	Tweets	Impressions	Profile visits	Mentions	New followers	
Target						
Results						

Go to Twitter Analytics



# 29**SEP**

## **Organic Tweets**

Plan your organic Tweets and community management for the month ahead

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# 29**SEP**

### **Schedule your Promoted Ads around your upcoming campaigns**

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# 20 O C T

## **Organic Tweets**

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Results						

Go to Twitter Analytics



# 29NOV

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# 22NOV

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Target					
Results					

Go to Twitter Analytics



# 29 DEC

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### **Promoted Ads**

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## **#ProTips**



#### Refresh your profile

Keeping your profile up to date shows your audience what's happening with your brand

#### Create lists

Custom timelines with Tweets from the accounts you wish to include

#### Incorporate rich media **III**

Images, GIFs, or short videos drive higher engagement rates

#### Leverage Twitter tools \*\*

Drive more engagement with Threads, Polls, or Spaces

## Actionable, always-on tips to use to adapt, refine, and grow your presence on Twitter

#### **Use Website Buttons**

Drive more organic clicks compared to a simple URL within a Tweet

#### Target creatively

Broaden your targeting strategy by expanding your reach

#### 🛂 Test & optimise

Play around. Test what works for you and your campaigns

#### **Experiment with** copy & creatives

Don't assume one-size fits all, different audiences engage with different Tweets

#### Test different CTAs 🕎

Help your Tweets stand out and learn what best makes your audience take action

#### Video campaigns



Make your message more memorable by adding video



## Creative best practices

Make your creatives stand out

#### **Strong Tweet copy:**

- · Is concise and to the point
- Includes a call-to-action (CTA)
- · Is human and conversational
- Gives discounts by % (not a currency amount)
- Creates a sense of urgency (i.e. "limited time only")
- Avoids distracting hashtags

## **Strong Tweet images:**

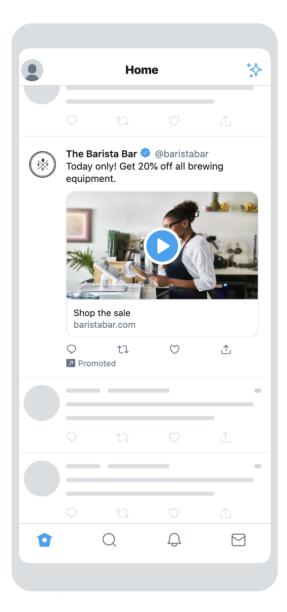
- Are clear and not pixelated
- Have minimal text
- Have a central focus
- Catch the eye with bright colours, a human element, or display of movement or emotion

#### **Strong Tweet videos:**

- Are 15 seconds or less
- Open with a product
- Have captions or another sound-off strategy
- Have clear logo placement throughout
- Have branding present for more than half of the video

YOY, there's been a 34% increase in video view time on Twitter, equating to 3.5 billion video views per day.

Source: Twitter Internal, January 2021





# Tweet ideas

Put your pen to paper before putting your Tweet on Twitter

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@	@
@	@
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@	@

Click to download more worksheets



# Website Button ideas

Put your pen to paper before putting your Tweet on Twitter

○

Click to download more worksheets



# Carousel Ads ideas

Put your pen to paper before putting your Tweet on Twitter

Click to learn more about Carousel Ads



# 24/7 hashtags

Planning your content calendar? Create Tweets that use popular, recurring hashtags. Use our ideas for inspiration. Then craft your own uses for the hashtag in the blank space.

#SundayFunday	
Final weekend thoughts	
Weekend activities	
#MondayMotivation	
Outplifting content	
Productivity tips	
Well wishes for the work week ahead	
#TransformationTuesday	
Brand evolution over time	
Before and after stories from customers	
Bororo and artor stories from sustamers	
#WednesdayWisdom	
Best practices for your product or brand	
Weekday activities	
<b>#TBT (ThrowbackThursday)</b>	
<ul><li>Important firsts for your company</li></ul>	
Fun facts about your company's past	
Tan racte about your company o pact	
#FridayFeeling	
Your plans for the weekend	
Fun GIF's	
#Caturday	
Office pets	
<ul><li>UGC of customers' pets with your product</li></ul>	
_ process you produce	

Click to download more worksheets



## **Twitter Poll ideas**

Engage with your audience in creative ways and show a different side to your brand

#### Get feedback on your account

What kind of content do you want to see from our account?

Thought leadership

**Pro-Tips** 

**Behind the scenes** 

#### **Add humour**

The best Friday meetings are

**Short & focused** 

**Before Noon** 

Cancelled

#### **Tap into trends**

Will you tune in to the #Oscars

Making my popcorn

Might watch later

Nope

#### Make a quiz

What year were we founded in

2005

1999

1982

#### **Create community**

What's in your mug this morning

Coffee

Tea

Other (please reply)

Click to download more worksheets





# Thought starters: Video types

# Get the most from your video with these thought starters

How-to



Q&A



**Live video** 



**Stop Motion** 



Gift guide



**Product** forward



**Customer Spotlight** 



**Slideshow** 



Data Visualisation



Before and after



**Unboxing** 



User generated content



Click to learn more about video on Twitter



# Twitter Ads targeting

#### Looking to find your audience on Twitter?

Twitter's targeting options can help you reach the right people at the right time.

#### First, the basics

The options in this section work together using "AND" logic. This means you will be targeting people who match all of the input criteria.

Example: People who live in Canada AND speak French AND use Mobile-Android devices

Gender	Age	Location	Langua	ge
Any				
Men				
Women				
evices				
Mobile - IOS	Other device cha	aracteristics		
Mobile - Android	(Carriers, device	models)		
Desktop				
Other mobile				
Other mobile All				
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Click to learn more about Twitter's targeting options

**Business** 

# Twitter Ads targeting

#### **Targeting features**

Keywords	Follower look-alikes	Interests

#### **Additional options**

Remarketing capabilities	to re-engage with and move potential	new customers down the funnel.	
People who saw your pa	nst Tweets gaged with your past Tweets		
Organic Tweets	Tweets from specific campaigns	Both	,



# Campaign optimisation

Remember your ABCs of campaign optimisation

## Audience

- · Combine targeting options
- Understand your audience
- Remove similar audiences

## Bid

- · Adjust bid amount regularly
- Use small increments
- Monitor performance

## Creative

- Refresh creative regularly
- Test on broad campaigns
- · Experiment with different components

## Signals

- Not reaching daily budgets
- · Daily budgets spending too fast
- High costs
- · Low campaign reach
- Low engagement or click rates



# **Create your Twitter Ads**

**Create your Twitter Ads** 

**Check out our Agency Resources** 

Our blog publishes new marketing and Twitter-focused posts regularly

Have questions? Contact our dedicated Customer Success team here



